

# Agenda

# GSE Customer Council Meeting

Tuesday, October 12, 2004

1:30 p.m. – 4:30 p.m.

Hoover Bldg. – Level A – EMD Conference Room

## Meeting called by:

John Bradford, Chairperson

## Attendees:

Patrick Deluhery-GSE; John Baldwin-DOC; Major Darrel Cox-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Jane Olney-AG & Land Stewardship; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

## Agenda topics

Call To Order	John Bradford
Approve Minutes of September 16, 2004 (Action Requested)	John Bradford
Office Supply Contract	Debbie O’Leary
Mail Charges	John Bradford
Expiration of Member Terms – (Action Requested)	John Bradford
Complaint Procedure	John Bradford
Role of Marketplace Services & how it relates to Customer Councils	John Bradford
Customer Service Measures	John Bradford
How charter agencies could impact DAS/GSE	John Baldwin
Role of Customer Council	John Bradford
2005 Proposed Meeting Calendar (Location cannot be confirmed until the end of October – EMD conference calendar not available until then.)	John Bradford
Open Discussion	John Bradford
Adjourn	John Bradford

### Next Meetings

November 16 (Tuesday) – 1:30 – 4:30 EMD Conference Room

December 14 (Tuesday) – 1:30 – 4:30 EMD Conference Room

### Web Sites:

FY 2006 Rates: Financial Background information – link at <http://das.iowa.gov>.

FY2006 –Rates – Customer Comments link at <http://das.iowa.gov>

2005 Utility Guide located at:

[http://www.das.iowa.gov/images/word\\_docs/homepage\\_docs/RateGuide1.pdf/](http://www.das.iowa.gov/images/word_docs/homepage_docs/RateGuide1.pdf/)

DAS Web Site: <http://das.gse.iowa.gov>

